



<p align="center"><b>Policy Title</b> Support of College-Owned Digital Devices Off Campus</p>	<p align="center"><b>Original Adoption Date</b> 12/08/15</p>	<p align="center"><b>Policy Number</b> IT-719</p>
<p align="center"><b>Responsible College Division/Department</b> Information Technology Services</p>	<p align="center"><b>Responsible College Manager Title</b> Director of Information Technology</p>	
<p align="center"><b>Policy Statement</b></p> <p>LTC Information Technology Services (ITS) provides a basic level of technical support for staff, faculty and students utilizing LTC-owned digital devices while off campus. These devices include laptop and tablet computers issued to staff and faculty members for the purpose of working remotely, laptops issued for the requirements of a course or program, and/or checkout laptops/tablets from the library.</p> <p>These LTC-owned devices, while off campus, will receive support for the following issues:</p> <ul style="list-style-type: none"> <li>• Inability to boot/start/access installed software</li> <li>• Display problems</li> <li>• Virus/malware infection</li> <li>• Inability to connect to LTC Virtual Private Network (VPN)- where applicable</li> </ul> <p>The following off-campus scenarios are not able to be supported by LTC ITS technical staff:</p> <ul style="list-style-type: none"> <li>• Access or connectivity to servers or networks not currently administered by LTC ITS (i.e. home network, hotel or conference center network)</li> <li>• Issues with home network components (Internet Service Provider(ISP), routers, modems, cabling)</li> <li>• Access or connectivity to hardware not currently administered by LTC ITS (printers, monitors, etc.)</li> </ul> <p>Troubleshooting/issue resolution will be attempted remotely but may require the device be brought on campus. ITS staff will not perform in-person troubleshooting/issue resolution at a staff, faculty or student's residence (or other off-campus location) due to liability issues and limited resources.</p>		
<p align="center"><b>Reason for Policy</b></p> <p>LTC ITS provides technical support for all of the College's technology resources and has limited resources to troubleshoot college-owned devices when they are located off campus. To ensure ITS is providing the best possible customer technical service, limits to support coverage must be clearly defined. This policy also mitigates the risk associated with performing services off College property.</p>		
<p align="center"><b>Historical Data, Cross References and Legal Review</b></p> <p><b>Reviewed/Revised: 12/08/2015</b>  <b>Legal Counsel Review and Approval: N/A</b>  <b>Board Policy:</b></p>		
<p align="center"><b>Definitions</b></p>		